# NEW USER REGISTRATION AND EMAIL VERIFICATION

The Children's Treatment (CT) or Residential Treatment (RT) organization must have an assigned Departmental Vendor Number (DVN), a PIN number issued to the organization via a PIN letter, and a valid email address, to set up an account with the Online Invoicing System.

## DVN ASSOCIATION

Vendors with more than one DVN in their organizational structure will be given the opportunity to determine how their organization's business structure is reflected in the Online Invoice System. This allows organizations to identify who will manage the accounts, as well as who will have inquiry access and who will have update access to individual DVNs. Vendors will have two options:

### Option 1

Vendors with more than one DVN will have the option of identifying one of their DVNs as the master DVN and then having additional DVNs associated to the master DVN. This will allow the master DVN user to access authorizations and invoices for the master DVN and the associated DVNs. The master user would have exclusive access to both the master and the associated DVNs. The master user will have the ability to identify and grant inquiry and/or update access to other users, as it fits their business needs.

A vendor choosing to identify a master DVN and associated DVNs will complete the Online Invoicing DVN Association Add/Change Request form.

A vendor choosing to identify a master DVN and associated DVNs will be given one PIN number to register for Online Invoicing. The vendor will register for Online Invoicing with the master DVN and the PIN number given for the master DVN. Authorizations and invoices for the master DVN and the associated DVNs will be available online, upon completion of registration. (Please note – Past Authorization Letters will not be available for viewing online.)

A vendor that has completed registration for online invoicing, choosing to identify an associated DVN or DVNs, after the registration, will complete the Online Invoicing DVN Association Add/Change Request form. Once the form has been processed by Children's Division staff, the vendor will be able to access the authorizations and invoices for the associated DVN by logging on to their account under the master DVN User Name and Password.

### Option 2

Vendors with more than one DVN will also have the option of choosing each individual DVN to be accessed and managed through the DVN's individual account. If vendors with more than one DVN choose to have each DVN managed as its own account, each individual DVN will be issued a PIN number for registration. Each DVN will have a different User Name and Password to access the account, once registration is complete. The user will have the ability to identify and grant inquiry and/or update access to other users, as it fits their business needs.

# ACCOUNT SETUP PROCESS

The Account Setup Process contains instructions to set up an account with the Children's Division Online Invoice System.

1. Print this section of the tutorial and review this document prior to beginning the registration process.

2. Close the Tutorial. The Login page should display. Click "Register" "Register" is located below the name and password; you will enter name and password later.


3. **DVN** – Enter the nine-digit DVN in the DVN field.

4. **PIN** – Enter the twelve-digit PIN issued to the organization, found in the letter from the Department of Social Services introducing the Online Invoicing System.

5. Click "Next."

6. The user will be prompted to read and agree to Terms and Conditions. Click "Agree" or"Disagree." If the user clicks "Disagree," the user is returned to the Login page, with the message, "Account registration has been terminated." When the user clicks "Agree," the user is forwarded to the "Sign Up for Your New Account" page.

7. **USER NAME (EMAIL ADDRESS)** – On the Sign Up for New User Account page, enter an email address for managing the organization's account. It is suggested you use a general email

address, not a personal email address. A message will be sent to the email address to initiate the Online Invoice System account setup. The account setup cannot be completed until the user has responded to the email. If a valid email address is not entered as the User Name, a red asterisks will appear. Hover the mouse over the asterisks to see the error message.

Note: Only one email address can be attached to a DVN. The User Name (Email Address) can only be used for one account. Once a User Name has been identified, that User Name will remain the User Name as long as the business is utilizing this Online Invoicing Application. A User Name will not be changed, even if the email address changes.

8. **PASSWORD** – Enter a password with at least 8 characters in length, including at least one special character that is not a numeric or alphabetic character. If the password does not meet the required specifications, a red asterisks will appear. Hover the mouse over the asterisks to see the error message.

9. **CONFIRM PASSWORD** – Re-enter the password exactly as it was entered in the first password box. If the passwords do not match, a red asterisks will appear. Hover the mouse over the asterisks to see the error message.

10. **SECURITY QUESTION** – Select a security question with an answer that will be easy to recall.

11. **SECURITY ANSWER** – Enter the answer to the security question selected above.

12. Click "Create User." The user will receive a message the account has been created, but the email address has to be verified. The user is prompted to check their email for further instructions.

## EMAIL VERIFICATION STEP ON THE ACCOUNT SET UP PROCESS

- When the registration to set up an account with the Online Invoice System has been created, an email will be sent to the user email account for verification. The email will be from noreply@dss.mo.gov and will instruct the user to visit a verification URL. Clicking on the verification URL will redirect the user to a message page that contains a link to the Login page. Click the **login** link.
- Once the user has visited the verification URL and clicked the login link, the user will receive a confirmation email regarding the Online Invoicing Account.
- Enter the User Name (Email Address) and Password, click Log In.
- Upon successful Log In, the user is directed to the Online Invoice System Home Page.

## LOG IN

To access the account, after successful registration verification and confirmation, the user will Log In to the Online Invoice System with their User Name and Password. The user will enter their User Name (Email address) in the User Name field and the Password in the Password field. Click Log In to gain access to the account.

If the password used to Log In to the Online Invoice System has been forgotten, click the Forgot Password link. Enter the User Name (Email address) where indicated. Click “Submit.” You will be forwarded to the Identity Confirmation page. Enter the answer to your security question where indicated. Click “Submit.” You will receive a message the password has been reset. It is recommended the user change the password upon the next Log In. An email containing a temporary password will be sent to the user. Return to the Log In page and log in using the User Name (Email address) and the temporary password.

Note: It is suggested the user immediately change the password in User Account Maintenance. The User Account Maintenance can be accessed from the Home Page. See the User Account Maintenance section in the tutorial for further instruction.

# HOME PAGE

The Home Page allows the provider to view authorization letters and invoices and allows access to User Account Maintenance. The Home Page also allows master users access to Manage Sub-User Accounts.

The User Name is displayed in the top right hand corner of the Home Page, with a Log Out link. The user should click Log Out when finished with the Online Invoicing application. The Log Out link is available on the Home Page, the Invoice page, the User Account Maintenance pages, and the Manage Sub User Accounts page. The Home Page also includes a Help link and a FAQs link.

The provider name and DVN will display at the top of the page.

The top portion of the Home Page allows the user to identify search criteria to sort for specific authorization letters and/or invoices. The Home Page will automatically default to display all items, both "New and Pending" authorization letters and invoices, as well as "Past and Completed" authorization letters and invoices.

**Search Criteria**

To sort authorizations and invoices, based on specific criteria, the user will enter information into the search criteria fields. The user will be able to sort by the date an authorization letter was generated and invoice service date, by item type (all items, Invoice, Service Authorization Letter, Service Authorization Closing Letter, Service Authorization Update Letter, and Service

Authorization 10-day Closing Letter), client DCN, provider DVN, and/or County. The search criteria also allows the user to click a box to view only New and Pending Items, Past and Completed Items, or new items that have populated since the last login date of the user.

1. Search by Service Date – Searching by Service Date allows the user to input specific begin and end dates of service to only display items related to specific service dates. Authorization letters will be searchable by the date the letter was generated, as the service date.

For example: To search for invoices and/or authorization letters generated for the October 2011 and November 2011 service months, enter October 2011 in the Date From field and November 2011 in the Date To field. Click Search. Only invoices and/or authorization letters generated related to the October 2011and November 2011 service dates will display.

Click Clear All Filters and then Search, to return to a listing of all items without specific search criteria.

Note: If the user selects an authorization letter or an invoice to view, the search criteria will be lost if the user clicks "Home Page" to return to the Home Page. To retain the search criteria and continue viewing other authorization letters and invoices with the specified search criteria, the user will click the back arrow in the browser.

2. Search by Item Type – Searching by Item Type allows the user to select a specific item to view.

To only view a list of invoices, select Invoice for item type, click Search, and the Home Page will only display invoices for the user. The same will result when selecting the item type Service Authorization Letters, Service Authorization Closing Letters, Service Authorization Update Letters, and Service Authorization 10-day Closing Letter.

If the user chooses to search by item type, the user can search by all item types or only one specific item type at a time.

Click Clear All Filters and then Search, to return to a listing of all items without specific search criteria.

Note: If the user selects an authorization letter or an invoice to view, the search criteria will be lost if the user clicks "Home Page" to return to the Home Page. To retain the search criteria and continue viewing other authorization letters and invoices with the specified search criteria, the user will click the back arrow in the browser.3. Search by DCN – Searching by Client DCN will allow the user to identify a specific client by DCN and search for items for only that specific client.

When searching for a client by DCN, the user will enter the DCN of the client to view items specific to the DCN entered.
Click Clear All Filters and then Search, to return to a listing of all items without specific search criteria.

Note: If the user selects an authorization letter or an invoice to view, the search criteria will be lost if the user clicks "Home Page" to return to the Home Page. To retain the search criteria and continue viewing other authorization letters and invoices with the specified search criteria, the user will click the back arrow in the browser.

4. Search by Provider DVN – Searching by a Provider DVN allows the user to view items for a specific DVN, when there is a master DVN and associated DVN(s). Associated DVNs are identified and attached to the master DVN prior to registration.
When searching for items attached to a specific DVN, select the DVN in the drop down menu. When the DVN has been selected, only items attached to the selected DVN will display.

Sub-users will only be able to view or update items for the DVN(s) they have been granted access. The master user will determine whether sub-users have view only access or update access, to specific DVNs.

Click Clear All Filters and then Search, to return to a listing of all items without specific search criteria.

Note: If the user selects an authorization letter or an invoice to view, the search criteria will be lost if the user clicks "Home Page" to return to the Home Page. To retain the search criteria and continue viewing other authorization letters and invoices with the specified search criteria, the user will click the back arrow in the browser.

5. Search by County of Authorization/Invoice – Search by a county allows the user to view items authorized by a specific county.

When searching for items attached to a specific county, the user will select a county from the drop down list of counties. When a county has been selected only items attached to the identified county will display.

Click Clear All Filters and then Search, to return to a listing of all items without specific search criteria.

Note: If the user selects an authorization letter or an invoice to view, the search criteria will be lost if the user clicks "Home Page" to return to the Home Page. To retain the search criteria and continue viewing other authorization letters and invoices with the specified search criteria, the user will click the back arrow in the browser.

6. Viewing New and Pending Items – The user can choose to view only New and Pending Items.

A check box located next to "Show New and Pending Items" can be checked to hide all Past and Completed Items. Clicking on the box will automatically hide the Past and Completed Items and display only the New and Completed Items. Click on the box again to uncheck it and all items will display.

Note: If the user selects an authorization letter or an invoice to view, the search criteria will be lost if the user clicks "Home Page" to return to the Home Page. To retain the search criteria and continue viewing other authorization letters and invoices with the specified search criteria, the user will click the back arrow in the browser.

7. Viewing Past and Completed Items – The user can choose to view only Past and Completed Items.

A check box located next to "Show Past and Completed Items" can be checked to hide all New and Pending Items. Clicking on the box will automatically hide all New and Pending Items and display only Past and Completed Items. Click on the box again to uncheck it and all items will display.

Note: If the user selects an authorization letter or an invoice to view, the search criteria will be lost if the user clicks "Home Page" to return to the Home Page. To retain the search criteria and continue viewing other authorization letters and invoices with the specified search criteria, the user will click the back arrow in the browser.

8. Viewing Only the Items Populated Since Last Login – The user can choose to view only items populated since the last login. The last login date is identified for the user's convenience.
A check box located next to "Show Only Items Since My Last Log-In Date (Month/Day/Year)" can be checked to hide all items available for viewing on the last log in date. Clicking on the box will automatically hide all items that have been available for viewing prior to the last log in date and display only items populated since the last log in date. Click on the box again to uncheck it and all items will display.

Note: If the user selects an authorization letter or an invoice to view, the search criteria will be lost if the user clicks "Home Page" to return to the Home Page. To retain the search criteria and continue viewing other authorization letters and invoices with the specified search criteria, the user will click the back arrow in the browser.

## Authorization Letters and Invoices

The Home Page will list Authorization Letters and Invoices for users.

### Authorization Letters

Authorization letters will be identified as Item Authorization Letters and will include the date of generation found as the Service Date, Status of Ready to Review or Reviewed, status date indicating the date the letter was generated or the last date the letter was reviewed, the service county of the child authorized, and the DVN of the provider authorized to provide the service.

When the Authorization Letter is generated, it will be listed in New and Pending Items with a status of Ready to Review, including the date the letter became available for review. Once the Authorization Letter has been reviewed, it will move to the Past and Completed Items listing, with a status of Reviewed, including the last date the letter was reviewed.

Invoices

Invoices will be identified with an invoice number on the Home Page (example: 2010-175-00012). The invoice number is listed, along with the service date of the invoice, the status of the invoice, the status date with the last date of action on the invoice (which will include the date the invoice generated or the date of the last action taken on the invoice), the service county of the invoice, and the DVN of the provider authorized to provide the service.

Invoices will have a specific status based on where the invoice is in the payment approval process.

- Pending Input – A status of Pending Input indicates the invoice is ready for the user to input units to be submitted for review for payment approval.
- Pending CD Approval – A status of Pending CD Approval indicates an invoice has been submitted and is now awaiting review by Children's Division staff for payment approval or denial.
- Denied by CD – A status of Denied by CD indicates an invoice has been submitted, but has been denied payment approval. The user should be able to review the invoice for the denial reason.
- Submitted for Payment– A status of Submitted for Payment indicates the invoice has been reviewed and given approval for payment on the next payroll. This does not mean that the payment is guaranteed. The approved line items will have to pass system edits during the payroll process to validate payment.
- Partially Paid – A status of Partially Paid indicates the invoice has been partially approved for payment and a payment has been processed through the Children's Division's payroll. An invoice with open line items and a status of Partially Paid can have open line items submitted until all line items have been submitted and/or processed.
- Invoice Paid – A status of Invoice Paid indicates the invoice has been paid in full and no further submission for payment approval is allowed.
- Processed – A status of Processed indicates the invoice has been zeroed out by the user and nothing has been submitted for payment approval. No further action is allowed on the invoice.

## User Account Maintenance

User account maintenance allows the user to update the email address and/or password for the Online Invoicing System account. Updates will not be made to the User Name.

1. Updating the Notification Email Address – To update the notification email address, the user will click Update Email Address. The user will be forwarded to the Update Email Address page. Enter the new email address where indicated and click Send Verification Email. An email will be sent to the new email address with a verification code. Copy the verification code from the email and enter in the verification code box. Enter the account password where indicated and click Update Email Address. The email address for the account notifications has been updated.

Changing the email address is subject to availability. If the email address is already active in the database for Online Invoicing and attached to another DVN, the new email will not be accepted. Once the email address for notification has been updated, the email address listed as the user name will automatically become a sub-user on the account.

Click the User Maintenance link to return to User Maintenance. Click the Home Page link to return to the Home Page.

2. To update the password, the user will need to click Change Password. The user will be forwarded to the Change Password page. Enter the current password, a new password, and confirm the new password, where indicated. The password will need to be at least 8 characters in length and include at least one special character that is not an alphabetic or numeric character. When the user clicks Change Password, the password change will be processed.

Click the User Maintenance link to return to User Maintenance. Click the Home Page link to return to the Home Page.

## Sub-User Account Administration

The Manage Sub-User Accounts page allows a vendor to identify and grant account inquiry and/or update access to other users in the organization. These "sub" users may also be known as "secondary" users. The "master" user is the only user allowed to grant sub-user account access. This option will only be visible on the Home Page of the master user.

### Creating a Sub-User

To create/register a sub-user, the master user will click Create New Sub-User on the Manage Sub-User Accounts page. The Register a New Sub-User application will appear. The user will enter the user name (email address) of the sub-user, identify a password for the sub-user, confirm the password, identify a security question, and enter an answer to the security question. The master user will be able to designate the access level for the sub-user by clicking inquiry or update for each available DVN, in the Access Levels box on the registration page. More than one DVN/access level can be selected by holding down the Ctrl key on the computer and clicking each DVN/access level the user has access. Click Create User to register the sub-user. ***The master user will be responsible for giving the account information (username, password, security question) to the sub-user for account access.*** Once the sub-user has been created, the sub-user will receive an email from Do.Not.Reply@dss.mo.gov , instructing the sub-user to visit the verification URL. Clicking on the verification URL will redirect the sub-user to the Login page. ***The master user will need to provide the sub-user with the account information prior to the sub-user visiting the verification URL.***

The Manage Sub-User Accounts page will list all sub-users identified by the master user. The User ID for each sub-user will be listed with two check boxes beside it, so the master user will be able to tell if the account has been verified (has registered for online invoicing from the verification URL) and/or if the account has been locked.

The master user will be able to click "Edit" beside the sub-user user name to modify a sub-user's access. When the master user clicks "Edit" beside the sub-user name, the master user is able to update the selected sub-user account access.

1. Verified – If the box in the Verified column is checked, the Sub-User has completed the registration and verification process. The master user will not be able to edit the Verified box.

2. Locked – If the box in the Locked column is checked, the Sub-Users account has been locked after unsuccessfully attempting to log in. The Sub-User will need to contact the FACES Help Desk at (573) 751-3811 or (800) 392-8725, Option 5, to unlock the account.

3. Access Levels – The Access Levels field allows master user to set access levels for the sub-user. Access levels can be granted as inquiry access for all providers, update access for all providers, inquiry access for a specific provider or providers listed, or update access for a specific provider or providers listed. More than one access level can be selected by pushing the control key on the keyboard and clicking more than one option. The master user will need to click Save to enable access. The master user will have the ability to update access levels whenever necessary, by clicking "Edit" on the Manage Sub-User Accounts page.

## Reviewing Service Authorization Letters

Service authorization letters for authorizations, updates, and closing will be available online for providers registered for online invoicing.

Viewing Service Authorization Letters

To view a service authorization letter for a new authorization, an update to an existing authorization or a closing to an existing authorization, click on the Item, Service Authorization Letter on the Home Page. Review the letter for authorization information. The letter will include the date the authorization letter was generated, the name and address of the service provider and/or client, and the authorization information, including the client name, authorization dates, and services authorized. The worker initiating the authorization information will be listed on the letter, as well as the Circuit Manager name.

Note: A Service Authorization Letter may include authorization information for more than one client.

The letter can be saved if the provider chooses to save letters in a different file. The letter can be printed if the provider chooses to print a hard copy of the letter.

After reviewing, saving, and/or printing the authorization letter, click the back arrow on the browser to return to the Online Invoicing Home Page. The authorization letter will have moved to the Past and Completed Items listing, with a status of reviewed and the date the letter was reviewed.  Each time a letter is reviewed, the status date will update to the date of last review. The letter will remain in the Past and Completed Items listing, once it has been reviewed and has moved from the New and Pending Items listing.

Service providers registered for online invoicing will no longer receive hard copy authorization letters.  All authorization information will be available online only.

## Submitting Invoices for Payment

Invoices will be available online for providers registered for online invoicing.  Providers will receive an email when one or more new invoices are available.

Invoice Entry

To view invoices, to enter units of service provided, and to submit for payment approval, click on an invoice number listed under Items.  The invoice list will include the invoice number, service month/year of the invoice, the status of the invoice, the status date of the invoice (the date of the last action on the invoice), the county of service authorization, and the DVN of the provider.

Clicking on the invoice number will take the user to the Invoice Entry screen.  The Invoice Entry screen will include the Invoice Details, including the invoice number, the service month/year, the invoice status, the status date, the county office, the program area, and the contract number of the vendor.  The clients authorized for service will be listed on the invoice, at the top of the screen, as well as listed as individual line items on the page.  The user can select an individual client in the box listing the clients or the user can scroll through each line item.

Each line item includes the client's name and DCN, the authorized service, the service begin date and end date, and the line item status and status date.  The line item shows a calendar for the service month/year.  The user will enter the number of units of service provided for each day service was provided.

- Under the service month/year calendar, the number of authorized units is listed.
- When the user enters units of service on the calendar and clicks Calculate the number of units invoiced will populate under the Invoiced Units section.  If the number of units invoiced is more than the number of units authorized, the user is required to enter a note indicating the reason for the additional units provided, in the Line Item Notes section.
- Upon CD approval of units of service, the number of units approved will populate under the Approved Units Section. The number of units approved may not be the same number of units invoiced.
- The unit rate is listed and upon entry of units, the Line Amount will calculate the total amount of the line item.  The Line Amount at submission may be different than the Line Amount after CD Approval.
- If the user makes a Third Party Adjustment, the adjustment will be entered in the Third Party Adjustment section.  The total line amount will be listed in the Adjusted Line Amount section.  The total line amount may change after CD Approval.

One Unit Per Day Button – For residential treatment clients eligible for one unit for each day of the service month, the user can click the One Unit per Day button and one unit will populate the calendar for each day of the service month. The number of units invoiced will populate in the Invoiced Units section listed below the service month/year calendar.

Clear All Units Button – If the user inputs incorrect units and wishes to change the units, the user can click the Clear All Units button to reset the line item to zero units for each day of the service month. The user will then be able to input the correct number of units.

Close Line Item – When a service is not provided to a client for the service month, the user can check the box beside Close Line Item to zero out the line item. When the box is checked, a message will appear stating, "Line item will be closed with zero units invoiced. Continue?" If the user clicks cancel, the box will uncheck. If the user clicks OK, the line item will populate with zero units invoiced and a Line Item Note will automatically populate stating the line item has been closed by the user. The note will include the date and time the item was closed. Each line item on an invoice must have units submitted or must be closed to close the invoice.

The user will work through each individual line item. Each line item on an invoice must have units submitted or must be closed, to close the invoice. If each line item is not addressed by the user, the invoice will remain in a Pending status or a Partially Paid status. The user can submit on any open line item, at any time. Once an invoice has been closed either by completing entry on all line items and/or closing the line items, no updates can occur.

Uploading Documentation

Vendors can upload supporting documentation to attach to the invoice. Residential Treatment (RT) providers are not required to submit supporting documentation. **Children's Treatment (CT) providers are required to submit supporting documentation with an invoice.**

To upload supporting documentation, the user will go to the bottom of the invoice, to the Supporting Documentation upload section. The user will click Browse, select their saved supporting documentation from their files, and click Open. The document will populate for upload. The user can submit up to 5 documents for upload, at one time. When 5 documents have been entered for upload, the user will click Upload Documentation. The documents will be uploaded and will appear on a listing of files uploaded. The listing will include the date and time added, the DVN, the invoice number associated to the documentation, and the file name. If the user needs to upload more than 5 documents, they can go through the upload process again until all documents are uploaded. The following types of documents may be uploaded: .doc, .docx and .pdf.

Submitting for Approval

When the units have been entered on the invoice and any required documents have been uploaded, the user will click Submit for Approval to submit the invoice to CD for Approval. When the user clicks Submit for Approval, a message will appear indicating the invoice will be submitted for review. Click OK to submit or Cancel to return to the invoice without submitting. Once the invoice has been submitted, a message will appear stating, “Submission Successful,” if all edits are passed for submission. If something is missing that is required for submission, a message will appear indicating the error.

- Documents may need to be uploaded to submit an invoice for CT services.
- A Line Item Note may be required if the units submitted are more than the authorized units.

There may be times a user enters units on an invoice they have selected to update, but then they choose not to update the invoice at that time. The user can select Cancel Update and the entire invoice will clear back to whatever appeared prior to that day’s entry.

There may be times a user begins the invoice, but finds they are unable to complete the invoice submission. The user can click Save and exit the invoice. The units entered will be saved, for later submission.

## After the Invoice Has Been Successfully Submitted

When the user receives the message “Successfully Submitted” on the invoice, the invoice will go to the FACES System for review and approval or denial, by the Children’s Division. The status of the invoice will be Pending CD Approval.

When the invoice has been submitted by the provider, the invoice will appear on the Approval Work List in the FACES System for review by the Children’s Division. The invoice will be reviewed by a Level 1 reviewer in the county office. The Level 1 reviewer will check the invoiced units against the authorized service, the authorized units, and the supporting documentation, if required. When the Level 1 reviewer determines service has been provided within the specified criteria, they will enter the approved the units.

When the Level 1 reviewer approves payment of units over the authorized maximum or submission of the invoices is more than 120 days past the service month, the invoice will be reviewed by a Level 2 reviewer for approval. The process for the Level 2 reviewer works the same as the Level 1. Once the Line Item(s) have been approved by Level 1 or Level 2 approvers, the status will be Submitted for Payment.

Note: The approved units may not match the invoiced units, based on the reviewer’s evaluation of the documentation.

If a reviewer determines the invoices units should be denied, they will deny the Line Item(s) on the invoice. No further action can be taken on a Line Item once it has been denied. The online invoice status will be Denied for the Line Item or Denied for the entire invoice if all Line Items on the invoice are denied.

Line Items and/or Invoices that have been Submitted for Payment will process in the next scheduled payroll run.  The Children's Division runs Payroll 3-4 times a month (See Payroll Schedule link on the Login Page).